

Information Services Board Meeting Minutes – June 13, 2002

Department of Information Services Boardroom, The Forum Building
Olympia, Washington

Members Present:

Glenn Anderson
Everett Billingslea
Emilio Cantu
Jayasri Guha
Tom Kelly
Stuart McKee
Fred Stephens

Members Absent:

Lisa Brown
Tom Fitzsimmons
Earl Heister
Ed Lazowska
Mary McQueen
Laura Ruderman
James West

Roll Call

A sufficient number of members were not present to constitute a quorum.

Approval of Minutes

Approval of the minutes from the April 10, 2002 meeting was deferred to the next meeting.

**Employment Security
Department SKIES Project**

In response to the Federal Workforce Investment Act and the One-stop Initiative, Workforce development in Washington State has undergone a major transition from a siloed program-based service delivery system to an integrated system of certified one-stop centers and affiliates. The state has branded this system as Worksource Washington. To support this fundamental change in business design and processes, Employment Security and its business partners developed an integrated case management and labor exchange system known as SKIES. On April 8, 2002, Employment Security implemented SKIES statewide for the Worksource system. ESD Deputy Commissioner, Paul Trause, Assistant Commissioner for Information Technology, Thomas Bynum, and SKIES project director, Peggy Zimmerman, provided the Board with a summary of the project and lessons learned. Ms. Zimmerman stated that the success of the project was attributed to communication between all involved parties, a business planning process, and a clear cost sharing agreement.

**Health Care Authority Member
Management System**

The Health Care Authority came before the Board at its September 2001 meeting to present its investment plan and obtain approval to acquire and implement new software and

Health Care Authority Member Management System (cont'd)

services to replace its two existing mainframe based health care benefit systems. The expected benefits of this system included improved customer service from more accurate and timely resolution of customer inquiries, member self-service provided over the Internet, and positioning the agency to comply with HIPAA, the federal Health Insurance Portability and Accountability Act. The Health Care Authority issued a request for proposal and selected Healthaxis Incorporated as the prime contractor to provide software and services on May 10th. Ida Zodrow, Administrator for the Health Care Authority, and Tom Neitzel, IT Manager for the Health Care Authority provided a status on the project. Ms. Zodrow stated that the Health Care Authority had business needs in the following areas - to provide accurate, timely member eligibility and payment information; to enhance their e-commerce capability to allow their members and customers to get real time access to their accounts, information and updates; and to alleviate the high cost of maintaining two legacy systems. Under the current system they would have had to patch and spend about \$500,000 to make it HIPAA compliant on a temporary basis. Mr. Neitzel stated that work began on the project on June 3rd and that they expect to be in full production by June 30, 2003. HCA will continue to provide status reports to the Board.

Health Insurance Portability and Accountability Act (HIPAA)

Ida Zodrow, Administrator for the Health Care Authority, Amy Ridgeway, HIPAA Coordinator for Health Care Authority along with Gary Moore, Director of the Department of Labor and Industries and Shelagh Taylor, Assistant Director for Information Services at the Department of Labor and Industries, provided a brief status review of their respective HIPAA efforts. Ms. Zodrow stated HIPAA established standards in four areas, portability, privacy, security, and transactions. The Health Care Authority compliance has been achieved in two areas, portability and privacy. Beginning in April, affected agencies will be required to be compliant with the first three HIPAA rules (transactions, privacy, and security) all in 2003. Gary Moore stated that Labor and Industries began evaluating the impact of HIPAA a year ago and is well into the project.

Department of General Administration TUPS Project

The Department of General Administration was asked to come before the Board and provide a final report on The Ultimate Purchasing System (TUPS). Director Rob Fukai and assistant director Bill Joplin provided a report on why the project was cancelled and subsequent lessons learned. Mr. Fukai stated that in his opinion, the expectation was there would be little effort and time required to use the system. Unfortunately this turned out not to be the case and thus he felt it was best to cancel the project. In addition, he stated that there were valuable lessons learned from the project, such as; gaining some value for the investment of their time and money around the purchasing process; and documentation of purchasing processes in many

**Department of General
Administration TUPS Project
(cont'd)**

agencies where that had not existed previously. In reference to Representative Ruderman's comments from the April meeting regarding the reporting procedures between the department and the Board, he stated that he would like to work with the Board and the Department of Information Services to see what was reported and return at a later date to discuss those findings. Fred Stephens requested information also be provided as to why the project fell short and what the department is doing to correct those things for the future.

**Department of Information
Services IT Decision Packages**

Stan Ditterline, Senior Technology Management Consultant with the Department of Information Services (DIS) and Wolfgang Opitz, Deputy Budget Director for the Office of Financial Management, came before to Board to solicit input into criteria for prioritizing IT decision packages for 2003-2005 Biennium. Mr. Ditterline stated that a formal process has been in place for DIS to evaluate IT decision packages that have the higher severity and risk ratings of Level 2 (DIS oversight) and Level 3 (ISB oversight). The evaluation of IT decision packages has been expanded for this biennium to include an informal review of Level 1, or agency level IT decision packages. DIS will now be reviewing all information in technology decision packages.

**Department of Information
Services Deputy Director
position update**

DIS Director, Stuart McKee, shared the job description for the Deputy Director position that also serves as staff liaison to the Board. He asked that they review it and provide any comments to him directly. He stated that he hoped to have the recruitment open through the month of July and hopes to fill the position in late August. In addition, Mr. McKee discussed the enterprise portfolio approach and stated that DIS is currently working on a strategy to begin addressing some of the enterprise level issues we have for the state. He noted that he is not suggesting additional staffing for the oversight personnel within DIS but perhaps redeploying some existing resources to be platform-focused, rather than agency focused as they are currently. Mr. McKee said he would welcome any comments from the Board on this issue.

Adjournment

The meeting was adjourned.